Nova Scotia Department Of Labour and Advanced Education

Annual Accountability Report for the Fiscal Year 2011-2012

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1.0 Accountability Statement

The accountability report of the Department of Labour and Advanced Education for the year ended March 31, 2012 is prepared pursuant to the *Finance Act* and government policies and guidelines. These authorities require the reporting of outcomes against the Department of Labour and Advanced Education Statement of Mandate for the fiscal year 2011-12. The department's reporting of outcomes necessarily includes estimates, judgments and opinions by management of the Department of Labour and Advanced Education.

We acknowledge that this accountability report is the responsibility of the Department of Labour and Advanced Education management. The report is, to the extent possible, a complete and accurate representation of outcomes relative to the goals and priorities set out in the department's 2011-12 Statement of Mandate.

2.0 Message from the Minister and Deputy Minister

We are very pleased to share with Nova Scotians the accomplishments of the Department of Labour and Advanced Education for our first full year of operation, 2011-12.

Through the efforts of management and staff across the department and across the province, we have done much of what we committed to do in our Statement of Mandate.

For example, we launched two important strategies to support jobsHere and this government's efforts to see Nova Scotians benefit from opportunities arising from the federal shipbuilding contract, the Lower Churchill project and renewable energy, to name but a few.

The Workforce Strategy lays out how we will help Nova Scotians develop the right skills for good jobs and how we will address the province's demographic challenges. The Immigration Strategy acknowledges that attracting skilled workers from around the world is part of the demographic solution. It also speaks to our desire to increase immigration to Nova Scotia and to improve immigrant retention.

During the past year, we moved several important pieces of legislation and regulation. These include, but are not limited to, legislation designed to reduce the likelihood of a strike or lock-out in newly unionized workplaces. We also brought in legislation to protect temporary foreign workers from unscrupulous recruitment and employment practices, and a bill to protect employment of new Canadians when attending their citizenship ceremony.

We increased the minimum wage to help more Nova Scotians and their families earn decent pay for a day's work.

We passed a new *Pension Benefits Act* last year, and staff are working with key stakeholders on supporting regulations. Our intention is to see the new Act proclaimed in early 2013.

Through our Nova Scotia Advisory Council on the Status of Women, we have been co-leading the Government's Domestic Violence Action Plan and the Nova Scotia Inter-Agency Group on Human Trafficking to address violence against women and girls in our province.

The spring of 2012 saw Labour and Advanced Education preparing for a sombre milestone – the 20th anniversary of the Westray mining disaster. We honour the memories of those who died that day through our continuing efforts to reduce workplace injuries, illnesses and deaths. These include expanded education and enforcement in 2011-12, and legislation that sets higher maximum fines for violations of the Occupational Health and Safety Act.

Hon. Marilyn More
Minister

Sandra McKenzie
Deputy Minister

3.0 Department Overview

In the beginning of 2011, the new Department of Labour and Advanced Education began operation. It includes branches of the former Department of Labour and Workforce Development, as well as Advanced Education, the Office of Immigration, the Advisory Council on the Status of Women and the Volunteerism and Non-profit Sector Division. To reflect these changes, the department's vision, mission and mandate statements are being revised.

3.1 Department Vision

Fairness, safety and prosperity for all Nova Scotians by living, learning and working to their highest potential. This has recently been revised to reflect the department's expanded mandate.

3.2 Department Mission

To improve the social and economic well-being of Nova Scotians through education, training, improved working conditions, regulations and services that help them live, work and learn.

To promote equitable and affordable access to quality higher education and knowledge for Nova Scotians, in partnership with universities, colleges, federal funders and service delivery providers.

To take a lead role in engaging and working with partners to attract, integrate and retain international students and immigrants, recognizing the important contributions they make to our social, economic and cultural fabric.

To advance equality, fairness and dignity for all women in Nova Scotia.

3.3 Department Mandate

The Nova Scotia Department of Labour and Advanced Education works to develop a competitive workforce by making strategic investments in people, programs, services and partnerships. Our mandate is to provide a fair, equitable, safe, productive and inclusive environment in which to learn, work and live.

The broad mandate of the department includes:

- Regulatory responsibility for occupational health and safety; building, fire and technical safety; pensions; workers' advisers program; labour relations; and labour standards.
- Improving access among Nova Scotians to labour market information, employment services and learning programs that support their labour market attachment and growth. Strategic action is taken to help all Nova Scotians prepare for, find and keep employment and to meet the needs of Nova Scotia's labour market.
- Providing opportunities for individuals to advance at home, in the community or in the workplace through adult learning, literacy and essential skills, apprenticeship and skills development programs.
- Developing a supportive environment for volunteers and developing non-profit and voluntary sector capacity.

- Providing oversight funding, services, and support to post-secondary institutions to help maintain access to high quality post-secondary education and labour market information.

- Attracting, integrating and retaining immigrants.

- Bringing to the Minister's attention matters related to women to improve the status of women in Nova Scotia.

4.0 Government Key Priorities and Department Contribution

Introduction

This report will highlight the department's accomplishments against the goals we set out in the 2011-12 Statement of Mandate. This year the department introduced a number of initiatives to support economic and social prosperity for Nova Scotians. Some of these initiatives are summarized below.

Highlights of LAE Progress and Accomplishments

jobsHere

Since the launch of the Province's economic plan *jobsHere* in 2010-11, the Department of Labour and Advanced Education continues to support economic development and social prosperity through the development of strategies under the plan. It has been an important contributor to the creation of two key strategies launched in 2011-12: the Workforce Strategy and the Immigration Strategy.

Workforce Strategy

Implementation of the Workforce Strategy will help Nova Scotia meet its people challenge. As our population is aging, the number of working-age Nova Scotians is expected to decline by 47,000 over the next 10 years. In addition, most of the existing jobs at that time will require high skill levels and post-secondary education. We expect there will not be enough people to fill those jobs, and this will make it difficult for employers to meet their labour needs. The challenge we face is jobs without people and people without jobs.

The Workforce Strategy sets out priority actions in three areas:

- Supporting learning and skills development in the workplace.
- Helping Nova Scotians connect with good jobs.
- Growing our workforce, in numbers and skills.

In 2011-12 key activities under the Workforce Strategy included:

- Training for employed workers through the Workplace Innovation and Productivity Skills Incentive and Workplace Education programs, including introduction of eight mobile computer labs offering training to support businesses in rural Nova Scotia.
- A redesigned website for career planning and labour market information (www.careers.novascotia.ca) offering information on wages, education/training requirements, job prospects, and employers for over 300 occupational groups. Website users can also access information about job search tools, and post-secondary education and training options.
- Support to non-profit and voluntary sector organizations to build their HR management and organizational capacity through the NS Voluntary Sector Capacity Trust.
- Launch of an Apprenticeship Review which has helped identify areas for improvement in the Apprenticeship System, including better completion rates and more direct entry for apprentices.
- $250,000 to NSCC for new equipment in automotive and welding trades, along with two additional blocks of technical training in metal fabrication and welding trades.

- The four employability tables (Aboriginal, Francophone, Persons with Disabilities, and African Nova Scotians) continue to provide guidance and advice to labour market development initiatives for targeted groups who are under-represented in Nova Scotia's workplaces. Activities continue as per the tables' action plans.

Immigration Strategy

Led by the Nova Scotia Office of Immigration, the Province's Immigration Strategy "Welcome Home to Nova Scotia" was also launched in 2011-12 and further supports economic growth in Nova Scotia.

Through the Immigration Strategy government is committed to:

- Champion Nova Scotia's immigration needs, in partnership with the federal government and other Atlantic provinces.
- Focus our resources on attracting and keeping immigrants who can succeed here and help Nova Scotia businesses and communities prosper.
- Welcome immigrants and their families across Nova Scotia, and help them thrive and stay in their new communities.
- Improve our accountability by reporting back to Nova Scotians with clear results.

In 2011-12 key activities under the Immigration Strategy included:

- Temporary Foreign Worker (TFW) legislation was passed to improve protections for TFWs.
- Two immigrant settlement projects were initiated to support community-based TFW support/ navigational services.
- 525 persons were nominated under the NS Nominee Program in 2011. This is an increase over 2010 and the highest number reported to date.
- Outreach activities included the annual skills fair held in Nova Scotia in March. In addition, the Office of Immigration invited businesses to participate in immigration fairs in Boston, Ireland, and Scotland.

Improved access to Post-Secondary Education

As more jobs require post-secondary education, access to Nova Scotia's colleges and universities continues to be a priority.

In 2011-12 government made a $42.5 million investment to support student access including $12.5 million investment in student assistance and $30 million per year in bursaries. Actions included:

- Introduction of a debt cap ($28,560 per student) for qualifying students.
- Additional grants (up to $612 per student).
- Increase of grant-to-loan ratio from 20 to 30 per cent.
- Increase of weekly maximum assistance rates from $150 to $160 per week.
- Doubling of the in-study earnings exemption on student loans from $50 to $100 per week.

- 50 per cent increase in the book allowance, from $1,000 to $1,500.

- Continuation of the Department of Finance Graduate Retention Program, which provides a tax credit of up to $15,000 to university graduates, and $7,500 for community college graduates, over six years.

- Continuation of bursaries to keep tuition levels of Nova Scotia undergraduates attending Nova Scotia universities at, or below, the national average.

Increased Minimum Wage

During 2011-12, the minimum wage was increased by 1.5%, from $10.00 to $10.15 per hour. The minimum wage for an inexperienced worker, with less than three months' experience in the work for which they were hired, also rose from $9.50 to $9.65. These changes were effective April 1, 2012.

The increase to $10.15 is based on the Low Income Cut Off (LICO) adjusted for inflation. Future adjustments to the rate will occur annually in April based on the national consumer price index for the previous year.

Stable Labour Environment

Another pillar to economic growth is Nova Scotia's ability to offer a stable labour environment to current and future employers and unionized workers. To that end, in 2011-12 amendments to the Trade Union Act were introduced to settle first contracts without a strike or lockout.

Safe Workplaces

The department continued its education and enforcement efforts to ensure Nova Scotia workplaces are safe. In addition to increasing maximum fines for violations of the *Occupational Health and Safety Act*, the department launched Knowledge Base, a web-based searchable database with access to FAQs, legislation, Hazard alerts and news items. We also partnered with the Workers' Compensation Board on a joint effort to improve workplace safety in the healthcare and manufacturing sectors.

Improving Conditions for Women in Nova Scotia

The Nova Scotia Advisory Council on the Status of Women (NSACSW) has continued to work in four priority areas: women in leadership; women's economic security; violence against women; and women's health and well-being.

Of particular note for 2011-12 are NSACSW's efforts to reduce violence against women and girls in communities, workplaces and families. By partnering with a number of organizations, there were more than 1500 participants at 30 events related to the Domestic Violence Action Plan, Sexual Assault Awareness Month, National Day of Remembrance and Action on Violence Against Women, and work around human trafficking with the NS Inter-Agency Group.

5.0 Financial Results

Labour and Advanced Education			
	2011-12 Estimates	2011-12 Forecast	2012-13 Estimates
Program & Service Area	($thousands)	($thousands)	($thousands)
Gross Department Expenses:	345,211	341,532	346,208
Administration	985	1,413	1,530
Policy, Planning and Professional Services	4,367	3,594	3,703
Safety	13,208	11,672	13,244
Labour Services	7,380	6,912	7,447
Skills and Learning	132,265	130,979	131,870
Higher Education	47,897	48,528	47,229
School Cap Amortization	6,612	6,612	6,227
Community College Grants	126,383	126,383	127,809
Office of Immigration	5,202	4,588	6,375
NS Advisory Council Status of Women	912	851	774
Total Gross Departmental Expenses	345,211	341,532	346,208
Total Assistance to Universities	384,792	388,068	347,619
Total LAE & Assistance to Universities	730,003	729,600	693,827
Additional Information:			
Ordinary Revenues, Fees and Recoveries	154,124	153,420	150,526
TCA Purchase Requirements	2,247	2,247	0
Provincial Funded Staff (FTEs)	303	272	324

Explanatory Note:
The Department of Labour and Advanced Education worked very hard to deliver its programs within its budget allocation. In this regard, the department was able to successfully hold forecasted expenditures to 99% of the overall budget. During fiscal 2011-12, the department spent $3,679,000 less and had 31 fewer provincially funded full-time Equivalent (FTE) staff than budgeted. Savings were mostly due to staff vacancies, increased efficiencies, and an undersubscribed program. Approximately $1,000,000 of this savings was from Labour Market Agreement funding which has been re-profiled to be used in future years.

This year the accountability report reflects the addition of Assistance to Universities, which is a separate business area under the same Ministerial portfolio as LAE. Assistance to Universities overspent their budget allocation in 2011-12 in order to provide assistance to post-secondary institutions, so that they could fulfil their various financial obligations and operations without negative impact upon the universities or their students. The 2012-13 budget estimates appear to be reduced from 2011-12 because a prepayment of operating grants was made to two universities.

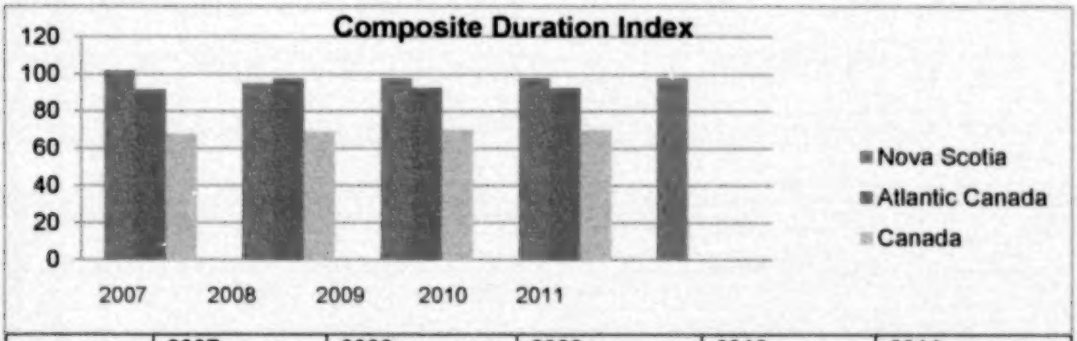
Labour Services
Safety, Skills and Learning
Policy, Planning and Professional Services

OUTCOME: Nova Scotians will lose less time from work due to workplace accidents or illness.

Measure: The duration of lost-time claims

What does this measure tell us? Calculated using the Composite Duration Index (CDI) (a complex assessment of the length of time workers are off the job due to injuries) this measure refers to the average number of days workers in Nova Scotia were off work after a reported workplace injury. Low durations indicate relatively safe work environments and less severe injuries. Other factors may influence this measure, such as shifts in healthcare policies and practices.

Where are we now? In 2011, the CDI held at 98 days[1]. This number is moving closer to the Atlantic Canada average.



	2007	2008	2009	2010	2011
Nova Scotia	102	95	98	98	98
Atlantic Canada	91.8	97.52	92.66	92.8	NA[2]
Canada	67.74	68.98	69.81	70	NA[3]

Data source: Association of Workers' Compensation Boards of Canada and based on 11 of 12 jurisdictions reporting.

Where do we want to be? Our goal is to reach or fall below the national average, which was 70 days in 2010. To allow for targeted worker safety initiatives, the department is committed to ongoing collaboration with the Workers' Compensation Board (WCB) and other partners to identify high accident firms and sectors, and frequent types of accidents.

Changes in measures: Previous data (8,050 for 2008 and 7,206 for 2009) referred to the total number of registered compensable time-loss claims. Data was compiled for the 2011-12 report to reflect the duration of lost time claims.

[1] NOTE: The WCB statistics are compiled by calendar year, not fiscal year.
[2] 2011 data for Atlantic Canada not available.
[3] 2011 data for Canada not available.

OUTCOME: Nova Scotians will lose less time from work due to workplace accidents or illness.

Measure: New lost-time claims per 100 workers.

What does this measure tell us? This measure shows the percentage of workers in Nova Scotia that filed new lost time claims in 2011. Low percentages indicate relatively safe work environments.[4]

Where are we now? Over the last five years, the injury rate has trended downward. In 2010, the injury rate for time-loss claims per 100 covered employees was 2.1. In 2011, it was 2.02.

Injury rates per 100 workers

	2007	2008	2009	2010	2011
Nova Scotia	2.57	2.48	2.26	2.1	2.02
Atlantic Canada	1.66	1.86	1.75	1.69	NA[5]
Canada	2.26	2.12	1.82	1.76	NA[6]

Where do we want to be? Although the rate is decreasing, by 2016 we would like to be at or below the national average, which was 1.76 lost time claims per 100 workers in 2010. For 2012, our plan is to be at 2.01. To allow for targeted worker safety initiatives the department is committed to ongoing collaboration with the Workers' Compensation Board and other partners to identify high accident firms and sectors, and frequent types of accidents.

OUTCOME: A stable labour relations environment

Measure: Time lost due to strikes and lockouts

What does this measure tell us? This measure shows the overall number of days workers were either on strike or locked-out by their employer. A reduction in the number of days lost results in a more competitive economy, and a more stable labour relations environment.

Where are we now? There were four work stoppages in Nova Scotia in 2011-12 for a total of 62 days lost. This is a decrease from the previous year when there were five work stoppages for a total of 173 days lost.

Where do we want to be? The goal is to have fewer numbers of days lost due to strikes and lockouts in Nova Scotia. While recognizing that labour disputes need to be resolved between employers and unions, the department aims to play a supportive role through legislation and services that encourage a speedy resolution to disputes. The department offers a variety of services and programs to encourage harmonious labour practices, including conciliation/mediation and preventative mediation. It also provides administrative support to the Non-Binding Arbitration Program.

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[4] NOTE: The WCB statistics given above are compiled by calendar year, not fiscal year.

[5] 2011 data for Atlantic Canada not available.

[6] 2011 data for Canada not available.

OUTCOME: Timely dispute resolution in non-unionized workplaces

Measure: Average time for Labour Standards Code complaints to be assigned an officer.

What does this measure tell us? This refers to the average number of days it takes the department to appoint a labour standards officer to a given file, and provides an indication of staff response times to complaints, thereby preventing an accumulation of backlog. It also determines how quickly the department can assign a file to an officer so that the dispute resolution process can get underway. The time varies based on a combination of factors such as staffing levels, the number and complexity of complaints received, and the demands of other compliance-based activities.

Where are we now? On average, it took the department 9.30 days to appoint a labour standards officer to a given file in 2011-12, compared to 15.42 days the previous year. In 2011-12 staff time was focused on file work and the overall volume of complaints was down by approximately 14%.

Where do we want to be? The department maintains an ongoing target of 14 calendar days. As a number of complaints are assigned immediately (i.e. within one day of receiving the complaint) for intervention rather than waiting for regular file assignment, these impact the average file assignment time.

OUTCOME: Modern trade certifications that reflect current standards

Measure: Number of regulations updated

What does this measure tell us? This measure is reflective of the department's efforts to maintain efficient government operation while improving service delivery regarding the trades and ensuring all trades people receive the training required to perform their work (i.e., training that meets or exceeds current standards).

Where are we now? Trade regulations need to be updated to coincide with current industry practice. In 2011-12, the Nova Scotia Apprenticeship Board reviewed and made amendments to the following:

- Apprenticeship and Trades Qualifications Act General Regulations
- Automotive Glass Technician Trade Regulations
- Landscape Horticulturist Trade Regulations
- Oil Heat System Technician Trade Regulations (formerly Oil Burner Installer and Maintenance Mechanic Trade Regulations)
- Plumber Trade Regulations
- Refrigeration and Air Conditioning Mechanic Trade Regulations
- Steamfitter/Pipefitter Trade Regulations

Where do we want to be? Ensuring legislation, regulations and policies are up-to-date, effective and remain a priority.

OUTCOME: Reduce barriers to labour mobility

Measure: Requirements imposed on workers certified in another jurisdiction

What does this measure tell us? This measure refers to the amount of time it takes the department to recognize the credentials of workers trained and / or certified in other jurisdictions. In other words, this measure highlights the variance that exists among jurisdictions with regards to certification standards and outcomes associated with the hiring of individuals from one jurisdiction to another.

Where are we now? The department is analyzing base-year data, administered through the Fair Registration Practices Office, to determine the length of time this currently takes to properly develop this measure.

Where do we want to be? Skilled workers from other provinces and countries are important to Nova Scotia's economic future. The department is committed to reducing barriers to labour mobility, as required under the Federal / Provincial / Territorial Agreement on Internal Trade and through the province's Fair Registration Practices Act (which applies to Nova Scotia's registration practices for nationally and internationally trained workers). Work will be done to ensure all regulatory authorities are collecting necessary data for this measure. As more data becomes available the department will establish a target for this measure.

OUTCOME: Increased use of career planning and labour market information

Measure: Increased site traffic to the Career Options website[7]

What does this measure tell us? This measure refers to site traffic on the Career Options website, a one-stop source for career planning and labour market information. The website includes job profiles, targeted information for various segments of the workforce, training options, etc. Site traffic is an indicator that people are proactively looking for work.

Where are we now? In 2011-12, the department re-branded Career Options as CareersNS and completed significant enhancements to the content and functionality of careers.novascotia.ca. The department is investigating options to track traffic to this new site.

Where do we want to be? The careers.novascotia.ca website will be an integral part of the delivery of employment programs and services to Nova Scotians.

[7] The URL is www.careers.novascotia.ca

OUTCOME: Improved employment outcomes for Nova Scotians via the Labour Market Development Agreement (LMDA)

Measure No.1: Number of Employment Insurance (EI) eligible clients employed

What does this measure tell us? This speaks to Nova Scotia's level of economic activity, and the department's success rate at helping EI clients find employment. This also indicates the extent to which the programming and supports provided through the Labour Market Development Agreement aid successful job searches.

Where are we now? In 2010-11, 6,871 eligible EI clients found work in Nova Scotia and in 2011-12 that number was reduced to 6,665. The decrease resulted from a loss of funding, in March 2011, when Phase I of the Federal Economic Action Plan came to an end.

Where do we want to be? In 2012-13, the department expects to see 6,200 EI eligible clients employed.

Measure No. 2: Savings to the EI Part 1 Account

What does this measure tell us? The EI Account is a Federal account that all Canadians pay into. This measure refers to total financial savings to this account as a result of claimants finding work, and no longer requiring EI. The number of claimants finding work is an indication that the department's programming is appropriate and meets a defined need.

Where are we now? In 2010-11, $33.43 million was saved to the EI account, and in 2011-12, $25.63 million was saved. Stimulus funding under the Federal Economic Action Plan was for a set period of time, and when Phase 1 of the plan came to an end in March 2011, we experienced a decrease in funding. As a result, fewer programs and services could be offered.

Where do we want to be? In 2012-13, the department is targeting $25 million saved to the EI account

Measure No.3: Number of clients completing interventions

What does this measure tell us? The number of LMDA clients completing their intervention is a quantifiable indicator of an increase in the employability of the Nova Scotia labour force at both an overall and individual level. In addition, it assists Nova Scotia and its service providers in continually improving the programs and services offered to clients.

Where are we now? In 2011-12, 15,475 clients (80.5%) completed interventions, down from 17,582 (82.7%) the year before. The decrease in actual client numbers is due to the ending of the two-year Economic Action Plan funding in March 2011. The decrease in percentage is believed to be due to process changes, resulting from the move from the Common System for Grants and Contributions (CSGC) to the new Labour Market Programs Support System (LaMPss) system in 2011. The percentage measure will be stable in the future due to the implementation of the LaMPss system.

Where do we want to be? This measure does not lend itself well to targeting, but rather to reporting a comparison to previous benchmarks. That is because the number of interventions is not predictable, as one client may participate in multiple interventions. Given this, the department expects to see 85% of interventions completed in 2012-13.

OUTCOME: Increasing the number of Nova Scotians who achieve trade certification

Measure: The number of Nova Scotians who achieve trade certification

What does this measure tell us? This measure refers to the number of Nova Scotians achieving trade certification in a given year. There are currently 65 designated trades in Nova Scotia. Participation in the apprenticeship program provides social and economic benefits to participants, their communities, and the province.

Where are we now? The department continues to work with industry and other partners to ensure Nova Scotians get high-quality training that meets the needs of employers. In 2011-12, 878 Certificates of Qualification were issued to apprentices and trade qualifiers. This represents a 1.01% increase from the previous year.

Where do we want to be? With a target to increase the number of completions by 3%, the province expects 904 people to achieve trade certification in 2012-13. Over the long term, the goal is to match the number of certified journeypersons to labour market demand. To assist the province in reaching this target the department will work towards:

- Increasing apprentice access to block training.
- Helping employers be more aware and engaged.
- Offering more flexible learning options.
- Aligning training with the needs of the labour market.
- Removing barriers to increase participation of under-represented groups.

OUTCOME: Enhance productivity in workforce through productivity training

Measure: Grants to begin productivity training

What does this measure tell us? This measure refers to the number of grants the Department of Labour and Advanced Education and the Department of Economic and Rural Development and Tourism issued to businesses in 2011-12 to begin productivity training.

Where are we now? The department issued 204 grants in fiscal 2011-12. As of March 31, 2012 these grants represented approximately $2,111,367 in disbursements. To date, the program has trained over 8266 employed Nova Scotians.

Where do we want to be? The department expects to see an increase this year. The Workplace Innovation and Productivity Skills Incentive (WIPSI) is a fairly new program that began in December, 2010. During its first year, there was a steady increase in the volume of applications. That is expected to continue in fiscal 2012-13 as businesses and associations become more aware of the program and how it can increase productivity and support employee and management skill development. In 2011-12, the minimum target for grants to businesses was 160. For 2012-13 the minimum target has increased to 182.

OUTCOME: Supporting workplaces to increase essential skills and HR capacity

Measure No. 1: Increased participation in the Workplace Education Programs

What does this measure tell us? This measure is an indicator of the number of workers who have participated in workplace training programs, which are delivered across the province in partnership with businesses and labour organizations. The goal of the program is to increase essential skills in communication, teamwork, productivity, computer proficiency and literacy.

Where are we now? In 2011-12, 3,200 employees participated in essential skills and HR capacity workplace education. Participation escalated as a result of: increasing cluster programs with small business; acquiring mobile computer labs; new programs such as One Journey At Work; and marketing and promotion.

Where do we want to be? The department's annual target continues to be 3,200 employees.

Measure No. 2: Enrolment in the Nova Scotia School for Adult Learning (NSSAL) – number of students graduating with their NS high School Diploma for Adults

What does this measure tell us? This measure refers to the number of students enrolled in the Nova Scotia School for Adult Learning.

Where are we now? In 2011-12, there were 4,400 students enrolled in NSSAL, which provides opportunities for individuals to advance at home, in the community or in the workplace through adult learning, literacy and essential skills.

Where do we want to be? The *Adult Learning Act* (and accompanying Regulations under development) will establish a governance and framework for educational and fiscal accountability that ensures programs are delivered using recognized principles of adult education; that public monies are well spent; and that adult learners are well served. The Act reaffirms the Government's commitment to adult learning;

addresses governance and accountability measures to regulate the quality and effectiveness of the adult learning system; and stimulates public awareness about the need for and capacity to improve literacy levels and essential skills in Nova Scotia. The target is 500 new learners over three years (2011-14).

OUTCOME: Increased human resources (HR) management within Non-Profit and Voluntary (NPV) sector

Measure: Number of Executive Directors, Managers and Board Members receiving training

What does this measure tell us? This measure refers to the number of non-profit and voluntary sector Executive Directors and Managers in Nova Scotia receiving HR training in a given year. HR planning improves the ability of organizations to fulfill their mandates effectively and efficiently. Because of the nature of non-profits and voluntary sector organizations, many do not have the financial means to invest in HR.

Where are we now? The department continues to develop and support training initiatives for over 600 non-profit organizations. For example:

Established in 2011-12, the one-time Nova Scotia Voluntary Sector Professional Capacity Trust (VSPCT) funded 43 non-profit applications valued at $783,848.87. A one-day Learning Summit took place in May 2012 to discuss achievements of the projects under the VSPCT. Twenty training facilitators and 60 organizational representatives were present.

In addition, through the VSPCT, funds were provided to the Centre for Entrepreneurship Education and Development (CEED) to deliver a pilot project through National HR Council for Nonprofits which provides training on Human Resource standards for the sector. This pilot project enables 15 non-profit organizations to learn and deploy training on HR management standards. LAE will continue to develop opportunities to provide HR training across Nova Scotia.

Where do we want to be? Together with other training initiatives, the department aims to ensure the non-profit and voluntary sector is also included in online training being developed by the department.

OUTCOME: Streamline regulations and reduce administrative burden

Measure: Reduce administrative burden

What does this measure tell us? This measure tracks departmental initiatives to streamline regulations and reduce administrative burden.

Where are we now? A good example of a reduction in the administrative burden of businesses, certain portions of the *Technical Safety Act* came into force April 1, 2011 along with subsequent regulations covering fuel safety, crane operators, power engineers and boiler and pressure equipment. Changes to the Fuel Safety Regulations enable more work to be done under an online registration system, which constitutes an approval, rather than having to wait days for a permit.

- 2010-11: 3,473 registrations (66%); 1,773 permits (34%)
- 2011-12: 4,545 registrations (82%); 983 permits (18%)

The licensing of boiler and pressure equipment contractors, that have approved programs, has enabled work to be done with limited approval or inspection requirements from LAE. Contractors that are not licensed are still subject to the approval or inspection requirements.

- 2010-11: 0 licenced contractors
- 2011-12: 71 licenced contractors

Where do we want to be? The department is committed to ensuring a minimal administrative burden for businesses and the general public while ensuring that a minimum standard for public safety is maintained. The remaining regulations covering elevators and lifts, amusement devices and electrical safety under the *Technical Safety Act* are currently being developed.

OUTCOME: Social enterprise / social innovation development

Measure: Improved understanding by the Nova Scotia government on social enterprise and how to support it

What does this measure tell us? This measure speaks to government's understanding of how it can best help non-profits to increase their exposure, teach them how to build social enterprise business models, and help them learn what they can do differently to support themselves with social innovation development (e.g. shared services, HR management, social financing).

Where are we now? In 2011-12, government demonstrated its understanding of the needs of the non-profit sector by providing $15,000 to Acadia Centre for Social and Business Entrepreneurship to allow them to develop and deliver a 1.5 day workshop on the elements of social innovation specifically for non-profits. The workshop took place in April 2012 in Debert and more than 100 nonprofit leaders from across Nova Scotia took part. Also in 2011-12, government provided $100,000 to the Atlantic Council for Community and Social Enterprise to fund year one of a three-year training program called "Enterprising Non Profits" (ENP). The program will engage organizations that are interested in learning how to successfully start and manage a social enterprise.

Social enterprise is also supported financially by the Department of Economic and Rural Development (ERDT). For example, in early 2012, ERDT initiated a $2 million loan guarantee for delivery by the NS Coop Council. It also supports various social initiatives for educational institution; and provides grants based on partnerships for small business, to help with the development of business plans and marketing research.

Where do we want to be? Government hopes to continue its support of non-profit organizations, in their efforts to enter into social enterprise.

OUTCOME: Improved staff knowledge of department programs and services

Measure: Percentage of staff who have completed the orientation program

What does this measure tell us? The number of new staff completing the orientation program.

Where are we now? The orientation program was developed in 2010, with a target of 50% of staff having completed the program by 2011-12. A rate of 48% was achieved in that time frame. However, the method of data collection prohibits an accurate calculation of the percentage of new staff that completed the program.

Where do we want to be? The department's goal is to orient all new staff.

OUTCOME: Improved French-language services

Measure: Improved compliance with the French-language service plan at 80% or greater.

What does this measure tell us? Nova Scotia government departments and agencies are required to have a plan that outlines program and service delivery options available to French-speaking clients. This measure refers to the department's progress in meeting self-imposed targets.

Where are we now? We are committed to working collaboratively with the Office of Acadian Affairs (OAA) to enhance the department's capacity to deliver French-language services. Twenty of thirty (67%) planned activities were achieved, including:

- The development and implementation of internal policies related to the provision of services in the French-language.
- The development of a Marketing and recruitment plan for French-speaking immigrants to Nova Scotia through a targeted consultation process.
- The inclusion of a French component in public consultations on the Apprenticeship System; Workforce Strategy and minimum wage.
- The engagement of francophone program delivery partners and wider stakeholders on the development and piloting of an integrated approach to francophone literacy in Acadian communities.
- The provision, in French, of a variety of publications and web-based information, including materials for the proposed Business Competency Endorsement for Journeypersons program.
- The provision of French language training offered to department staff.

Where do we want to be? We are committed to building on existing capacity to provide services in French to meet the needs of the Acadian and francophone communities. For 2012-13 the target is 80% compliance. In the longer term, the department aims to achieve all of its planned activities each year to maximize services to the Acadian and francophone communities.

Higher Education

OUTCOME: Better educated Nova Scotians

Measure No 1: Average Nova Scotia undergraduate university tuition fee

What does this measure tell us? This measure indicates the affordability, accessibility, and competitiveness of public post-secondary education in Nova Scotia.

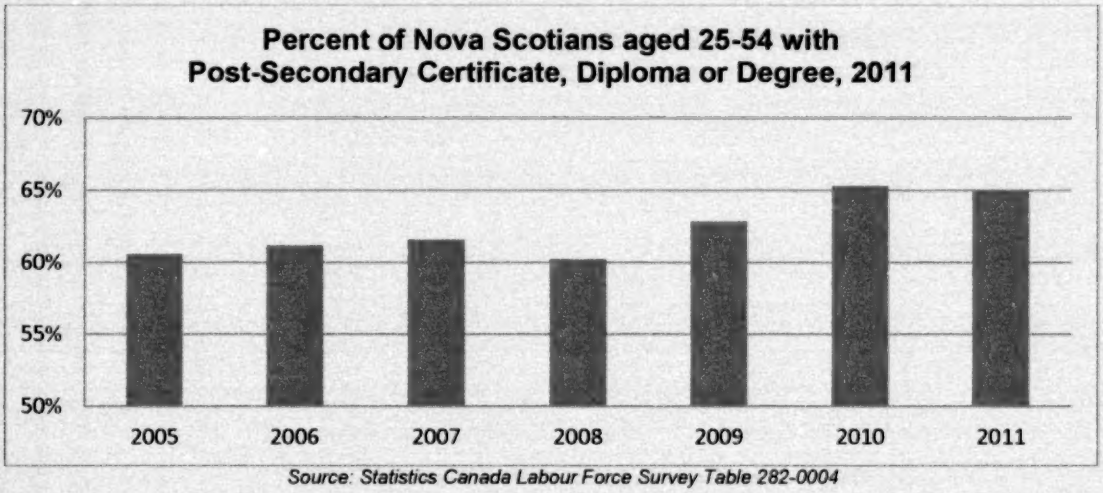
Where are we now? The aim of this measure is to ensure that undergraduate tuition fees being paid by Nova Scotia students studying in Nova Scotia remain below the national average. In 2011-12, the average undergraduate tuition fee for these students was $5,362, slightly below the national average of $5,366. Fees in Nova Scotia rose 2.4% for 2011-12 following a 4.6% decline the year before. As well, the Nova Scotia University Student Bursary Program provides $30 million each year to reduce the cost of undergraduate tuition.

Where do we want to be? The government signed a three-year Memorandum of Understanding with the Nova Scotia universities in 2011 that reiterates the parties' commitment of a 3.0% tuition cap, and includes provisions for a tuition policy review. The department will ensure undergraduate tuition remains at, or below, the national average while helping universities to remain competitive and sustainable for years to come.

Measure No. 2: Percentage of Nova Scotians aged 25-54 with post-secondary certificate, diploma or degree

What does this measure tell us? This measure shows the percentage of Nova Scotians aged 25-54 who have a post-secondary certificate, diploma, or degree. Government recognizes that the attainment of post-secondary education better prepares Nova Scotians for the labour market.

Where are we now? As of 2011, 64.9% of Nova Scotians in this age group had a post-secondary certificate, diploma or degree. This does not include private career colleges. The graph below shows comparison data since 2005.



Source: Statistics Canada Labour Force Survey Table 282-0004

Where do we want to be? Through several initiatives, the department is working toward an increase in the percentage of Nova Scotians aged 25-54 who have a post-secondary certificate, diploma or degree. Further, the province will focus efforts on capping the amount of student debt, improving the loan-to-grant ratio so students have to pay back less money, and providing financial assistance to those students who need it most.

Measure No. 3: Number of diplomas, certificates and degrees issued by Nova Scotia institutions

What does this measure tell us? This measure indicates the capacity and ability of Nova Scotian institutions to provide post-secondary education by gathering data on the number of degrees, diplomas, and certificates issued, including: community college diplomas and certificates, undergraduate level diplomas and certificates, graduate level diplomas and certificates, bachelor's and first professional degrees, master's degrees, and earned doctorates.

Where are we now? The target for this measure was to increase the number of degrees, diplomas, and certificates issued by Nova Scotian institutions. The most recent data available from Statistics Canada shows that Nova Scotia institutions issued 9,738 degrees, diplomas, and certificates in 2008-09.[8]

Where do we want to be? The department aims to see this figure exceed a previous total of 13,246 that was achieved in 2004-05.

Measure No. 4: Nova Scotians enrolled in Canadian universities

What does this measure tell us? This measure shows the number of Nova Scotians studying full-time in public post-secondary education in a Canadian university; and indicates the accessibility to public post-secondary education for Nova Scotians.

Where are we now? The target of this measure was to increase the number of Nova Scotians in universities over the 2002-03 baseline data of 32,230 -- the period before the double-cohort surge in enrolment from Ontario. In 2003-04, 33,175 students were enrolled, exceeding the 2002–03 target; however in subsequent years the number of students enrolled has declined slightly. The most recent data available from Statistics Canada (2008-09) shows enrolment of Nova Scotian students at 30,204 in Canadian universities.

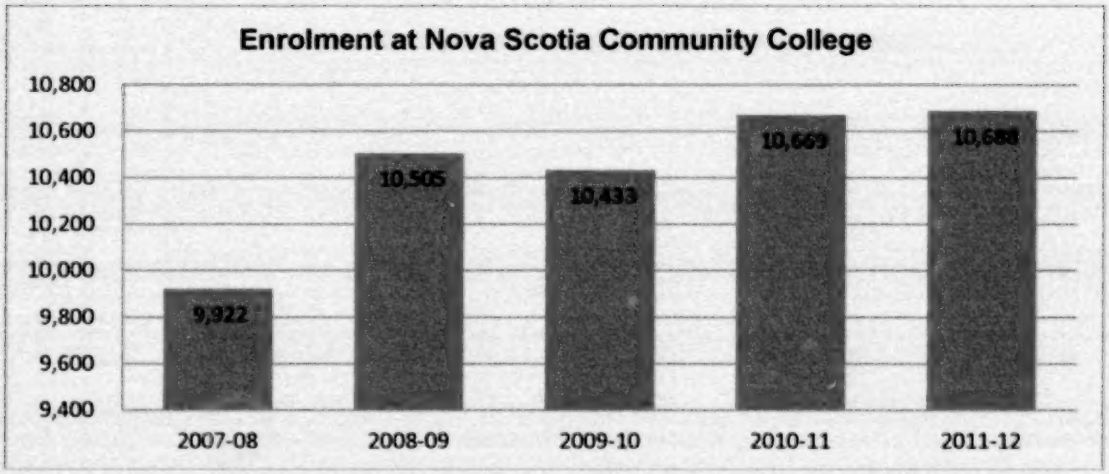
Where do we want to be? The department aims to maintain enrolment. Several initiatives are being undertaken to help with access to post-secondary education including those noted above.

Measure No. 5: Enrolment at the Nova Scotia Community College (NSCC)

What does this measure tell us? This measure refers to the total number of students enrolled at the NSCC, and indicates the level of accessibility to its programs

Where are we now? As the following graph shows, there were 10,688 students enrolled at the NSCC in 2011-12, up slightly from the year before.

[8] http://www.statcan.gc.ca/pub/81-582-x/2011002/tbl/tbld2.5-eng.htm



Where do we want to be? Future enrolment targets at the Nova Scotia Community College have yet to be determined. However, the aim for 2012-13 is to see maintained enrolment.

OUTCOME: Improve access to PSE through improved funding and program delivery of student assistance

Measure No. 1: Number of grants issued for under-represented groups

What does this measure tell us? This measure refers to the number of post-secondary education grants issued to under-represented groups in Nova Scotia in a given year. (Canada Nova Scotia Access Grant, Canada Student Grants (CSG's), Provincial Access Grants).

Where are we now? The department issued 13,885 grants to 11,148 students in 2010-11. This is slightly higher than the previous year, but more than doubles the total from four years before. This increase is a result of the federal government's implementation of the Canada Student Grant program, through which NS issues roughly $20 million in CSG's to under-represented Nova Scotia students.

Where do we want to be? We will continue to improve grants to under-represented groups as this is critical to the promotion of equity of access to post-secondary education.

Measure No. 2: Value of grants issued for under-represented groups

What does this measure tell us? This measure refers to the dollar value of grants issued for under-represented groups.

Where are we now? The target for this performance measure was to increase the value of grants issued to under-represented groups by 10% over the 2004–05 baseline of $3,036,462. In 2010-11, the department issued $23.8 million in federal and provincial grants. This increase is a result of the federal government's implementation of the Canada Student Grant program.

Where do we want to be? The department will continue to improve grants to under-represented groups as a critical instrument in promoting equity of access to post-secondary education.

OUTCOME: Students with disabilities have increased access to post-secondary education

Measure No. 1: Number of Nova Scotian students with disabilities enrolled in colleges and universities receiving assistance form one or more of the provincial programs for students with disabilities.

What does this measure tell us? This measure indicates the rate of participation of students with disabilities in post-secondary education. It should be noted that not all students disclose having a disability and some attend out of province institutions. Students with disabilities receiving assistance from the Province of Nova Scotia have a medically-documented permanent disability. "Permanent Disability" means a lifelong functional limitation caused by a physical or mental impairment that restricts the ability of a person to perform the daily activities necessary to participate in studies at a post-secondary school level or in the labour force.

Where are we now? Data is collected annually (typically in the fall) from our partner Nova Scotia universities and the Nova Scotia Community College (NSCC) and consolidated with our own. An increased participation of students with disabilities began in 2003-04 and continued for several years. However, beginning in 2009-10 and continuing through 2010-11, the participation rate dropped from 3,124 to 3,055.

Where do we want to be? The department is striving to restore an annual increase in numbers of students with disabilities participating in post-secondary education by increasing outreach activities, renewing and refreshing disability service MOU's with Nova Scotia universities and the NSCC, building connections with the P-12 system for transition planning and surveying students with disabilities to determine success strategies and gaps.

Measure No. 2: Number of students with disabilities graduating with post-secondary certificate, diploma or degree who receive assistance from one or more of the provincial programs for students with disabilities.

What does this measure tell us? This measure aligns with the previous and refers to the number of Nova Scotia post-secondary students with disabilities who are graduating with a certificate, diploma or degree and who receive financial assistance from the province. When compared with participation numbers, it can help to determine what effects the provision of disability supports during post-secondary education may have on retention and graduation.

Where are we now? Data is collected annually (typically in the fall) from our partner Nova Scotia universities and the NSCC, then consolidated with our own. When compared to participation numbers which had a slight decrease in 2010-11, a slight decrease in number of graduating students is expected. In any given year, the number of graduates is also affected by the distribution of students in college vs. university programs, the latter taking significantly longer to complete. Frequently, students with disabilities choose lower course loads to enhance success.

Where do we want to be? The department is striving to affect an annual increase in numbers of students with disabilities participating in post-secondary education. An increase in students graduating is dependent upon an increase in students enrolling, persisting and achieving success in post-secondary education.

Advisory Council on the Status of Women[9]

OUTCOME: **Partnerships that support the engagement of diverse women in public and political leadership in Nova Scotia**

Measures: Number and types of partnerships, events and participants, including the Nova Scotia Campaign School for Women

What does this measure tell us? This measure refers to the number of partnerships and events led or co-hosted by the Status of Women, in recognition and support of women in leadership. It also makes note of the qualifications and diversity of graduates of the Nova Scotia Campaign School for Women.

Where are we now? In 2011-12, this measure included approximately 35 partnerships, 50 workshops/events and 1,000 participants. Forty-seven women registered for the Campaign School workshops, and 53% self-identified as diversity participants.

Where do we want to be? For 2012-13, with existing and new partners, the department aims to preserve the same number of events and participants. A slight increase in Campaign School participants (to 75) is anticipated in 2012-13, as Status of Women will be co-hosting Municipal Campaign Schools for Women with both the Union of Nova Scotia Municipalities (UNSM) and Service Nova Scotia and Municipal Relations (SNSMR). The Campaign School was last hosted in October 201 and will be hosted every two to three years thereafter.

OUTCOME: **Partnerships that increase the awareness and access of women to occupations in Science, Engineering, Trades and Technology (SETT) in Nova Scotia**

Measures: Number and types of partnerships, events and participants, including the *Bread and Roses* bursary program

What do these measures tell us? This measure refers to the number of partnerships, events and participants led or co-hosted by the Status of Women that raise awareness and facilitate women's access to Science, Engineering, Technology and Trades (SETT) occupations in the province. This also highlights *Bread and Roses* bursary recipients which include women enrolled in NSCC's trades and technology programs.

Where are we now? In 2011-12, work in women's economic security as it pertains to SETT included approximately 25 partnerships, 10 workshops/events and 550 participants. This includes 20 women who received the *Bread and Roses* bursary at NSCC, valued at $20,000.

Where do we want to be? For 2012-13, with existing and new partners, the department aims to preserve the same number of events and participants. Status of Women also aims for a slight increase in the number of Bread and Roses bursary recipients to 25.

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[9] Some Outcomes measures have been combined for reporting purposes to reflect related activities.

OUTCOME: **Partnerships that increase awareness and responsiveness to violence against women and girls that could reduce gendered violence**

Measures: Number and types of partnerships, events and participants, including resources such as publications and asset-maps

What do these measures tell us? This measure refers to the number of partnerships (including networks), events and participants led or co-hosted by the Status of Women to address violence against women (VAW). This also highlights resources such as publications (i.e., statistical trends on VAW and the *Making Changes* booklet), and asset-maps created to list services that may be available for victims and their families/communities in Nova Scotia.

Where are we now? Status of Women has raised awareness and addressed VAW in the province through the following initiatives:

1) Status of Women co-chaired the implementation committee of the Government of Nova Scotia's Domestic Violence Action Plan (DVAP), and the Nova Scotia Inter-Agency Group on Human Trafficking (NSIGHT).

2) Status of Women, together with approximately 40 partnerships, helped to increase to 16, the provincial network of organizations that address human trafficking. These partnerships also yielded 30 workshops/events with 1,500 participants.

3) Status of Women also disseminated approximately 7,250 VAW publications which include 5,000 *Making Changes* booklets and 1,500 statistical fact sheets; and developed two asset-maps with over 100 organizations to provide services to victims through the Domestic Violence electronic Clearing House. In 2011-12, the Clearing House received over 74,000 electronic visits.

Where do we want to be? For 2012-13, the department aims to preserve the same number of events and participants, while maintaining the number of existing partners and exploring new ones. Status of Women also aims to maintain the clearing house, the asset maps, and its VAW publications.

OUTCOME: **Increase awareness and access to information about the diverse issues affecting women in Nova Scotia to improve women's health and well-being**

Measures: Number of resources (i.e., briefs, scans, GBA+ tool, downloads) and partnerships and workshops

What does this measure tell us? This measure refers to the number of resources used to bring forward women's diverse issues in Nova Scotia. This includes the number of briefs/scans, and the gender-based analysis plus (GBA+) tool, which includes diversity. This outcome also focused on partnerships and workshops around women's health and well-being, and providing information to immigrant women in Nova Scotia.

Where are we now? In 2011-12, Status of Women provided approximately 30 briefs, and an average of 15-20 daily scans on diverse issues that impact women and girls in Nova Scotia. A GBA+ research was also conducted. Work to address women's diverse needs in health and well-being included

approximately 20 partnerships, 5 workshops/events and 400 participants. The online Information Guide for Immigrant and Newcomer Women received approximately 1,500 electronic visits.

Where do we want to be? For 2012-13, the department aims to preserve the same number of briefs/scans, events and participants. It also aims to maintain the number of existing partners and explore new ones. Status of Women also aims to increase awareness about its immigrant women's website, and to introduce and pilot GBA+ in the department.

Office of Immigration

OUTCOME: **Increased number of new immigrant landings in Nova Scotia**

Measure: Number of new immigrant landings

What does this measure tell us? This measure refers to the number of new immigrants whose first point of settlement in Canada is Nova Scotia.

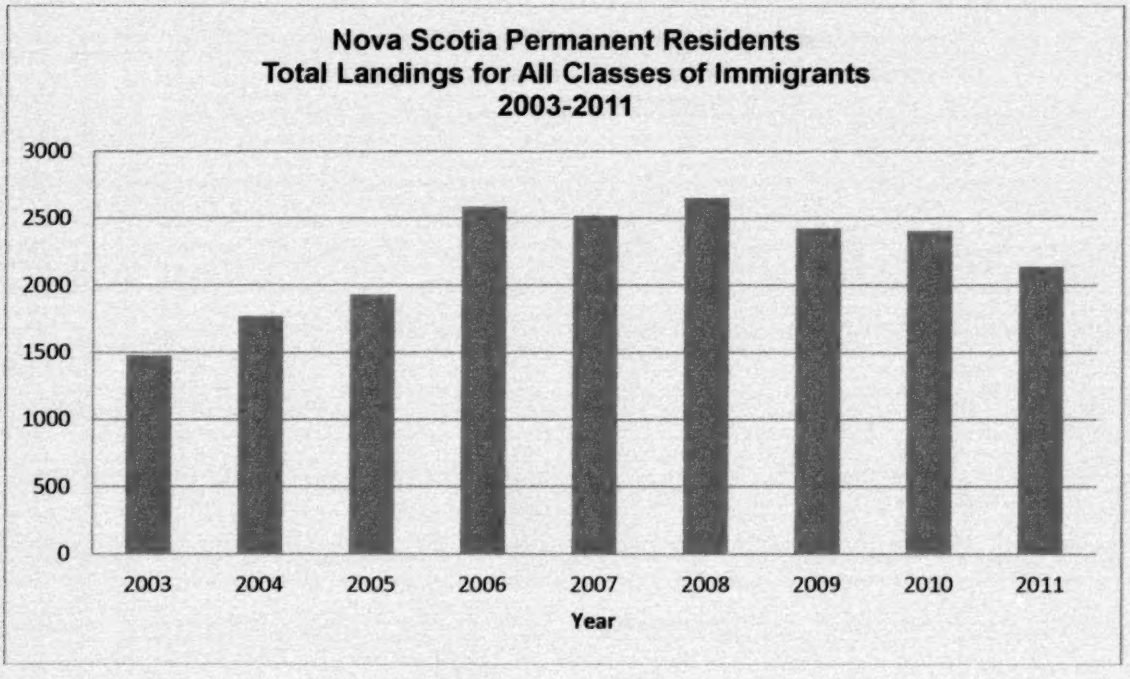
Where are we now? Although landings increased from 1,474 in 2003 to 2,653 in 2008, landings have been declining in recent years. This is due to a number of factors including:

1) Decline in the number of Federal Skilled Workers arriving in Nova Scotia.

2) Elimination of the Economic Stream of the Nova Scotia Nominee Program (due to program adjustments).

3) Increase in the number of International Graduates through the Nova Scotia Nominee Program (since most are not married/do not have partners or dependent children). One nomination results in only one landing.

4) Immigrants are finding employment opportunities in other parts of Canada.



Where do we want to be? Nova Scotia's long-term target is to recruit 7,200 new immigrants by 2020. Achieving this target is contingent on discussions with Citizenship and Immigration Canada (CIC).

OUTCOME: Increased number of nomination certificates issued

Measure: Number of certificates issued

What does this measure tell us? This measure refers to the number of nomination certificates allocated by the federal government to Nova Scotia. While Immigration is a shared Federal / Provincial (P / T) responsibility, the lion's share of authority rests with the Government of Canada. The Federal Minister is required by law to table levels for immigration with Parliament each year. In recent years, this range has been 240,000 – 265,000. Ranges are established for all Immigration Classes (Economic Class, Family Class, and Protected Persons Class). These ranges must add up to 240,000–265,000. Provincial Nominee Programs fall under the Federal Economic Class. To manage the numbers, CIC provides each Province/Territory with an annual Provincial Nominee Program (PNP) allocation. In 2011 and 2012, CIC held (or Capped) each P / T at the 2010 allocation.

Where are we now? Nova Scotia was issued 525 certificates in 2011. CIC allocated 500 nominations to Nova Scotia in 2011. The additional 25 certificates were a result of a national re-allocation of unused allocations from another province / territory that they were unable to fill.

Where do we want to be? The province continues to lobby the federal government to increase Nova Scotia's nomination targets to 1,500 by 2020.

OUTCOME: Increased immigrant retention rate

Measure: Percentage of immigrants staying in Nova Scotia

What does this measure tell us? This measure refers to the percentage of immigrants whose first point of settlement in Canada is Nova Scotia and who stay here for at least a five year period. Historically, retention rates are calculated through census data, which covers a five year period.

Where are we now? As of the 2011 census, Nova Scotia's immigrant retention rate was 70%, up from 63% at the 2006 census. This is due to a number of factors. Selection through the Provincial Nominee Program is more selective; and most of our nominees are skilled workers with permanent full time jobs and higher language skills. They also benefit from:

1) Better access to more settlement and language programming.

2) Excellent Immigrant Serving organizations.

3) Immigrants who stay in Nova Scotia are more likely to be working in their areas of expertise and have better economic outcomes than the national average.

Where do we want to be? We recently achieved our goal of retaining 70% of the immigrants who are coming to Nova Scotia. A new target will be developed in the context of proposed changes to immigration to Canada.

Appendix: Disclosure of Wrongdoing Report

The *Public Interest Disclosure of Wrongdoing Act* was proclaimed into law on December 20, 2011. The Act provides for government employees to be able to come forward if they reasonably believe that a wrongdoing has been committed or is about to be committed and they are acting in good faith. The Act also protects employees who do disclose from reprisals by enabling them to lay a complaint of reprisal with the Labour Board.

The following table identifies all such disclosures reported to the Deputy Minister of Labour and Advanced Education.

Information required under Section 18 of the Act	Fiscal Year 2011-12
The number of disclosures received	0
The number of findings of wrongdoing	0
Details of each wrongdoing	N / A
Recommendations and actions taken on each wrongdoing	N / A